

Workplace Alaska

Class Specification Personnel Clerk

Created: 07/19/2000 by Ann-Marie C Ramsey	AKPAY Code: Class Outline Cat: A	Class Code: Class Range:	L1400 10
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Category: Original Date: 07/19/2000	Class Title: Personnel Clerk Use MJR Form: Standard
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Original Comments:
Created for exempt position

Subsequent Revision Dates/Comments:

Last Update:	EEO4:	SOC:	Census:
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Last Update Comments:

Definition:

Under general supervision performs a variety of office clerical assignments of average difficulty and/or defined clerical services in support of Personnel Office for the Legislative Branch of government. This is the full proficiency level class, requiring knowledge and experience to perform various office assignments.

Distinguishing Characteristics:

The Personnel Clerk is primarily responsible to perform the clerical and administrative support for the Personnel Office. The secondary responsibilities are to perform the more routine less complicated personnel and payroll actions. This is distinguished from the Personnel Assistant (11/12) which performs journey, paraprofessional work involving more complex personnel and payroll actions and issues.

Examples of Duties:

Provides a full range of reception services for the Legislative Affairs Agency Personnel Office including answering the phones and opening and distributing mail.

Responds to requests for information from the public or employees by answering questions, mailing readily available information and referring inquiries to the appropriate party.

Provides new employee orientation, explaining all forms and the various benefit plans. Verbally and in writing keeps current employees advised of changes in any of the benefits options.

Insures that incoming paperwork is completed properly with all the necessary approvals.

Performs complex data entry assignments, entering data from a variety of documents requiring review for accuracy and completeness.

Performs routine and less complex personnel actions such as address changes, collocation code changes, etc.

Provides merit anniversary date status and information to managers and employees.

Performs salary verifications for financial institutions, completes verifications for the Department of Labor and Workforce Development, and service audits for the Division of Retirement and Benefits.

Conducts human resource related fact finding; gathers information and prepares draft responses to inquiries from agencies or the public.

Prepares management reports and retrieves management information using automated and manual systems. The most common report is a phone listing of both Legislative Staff and Agency Personnel.

Maintains filing systems; searches files for requested information.

Performs other related duties as assigned.

Knowledge, Skills and Abilities:

Ability to answer questions and determine appropriate course of action relative to incoming messages, calls or requests.

Ability to explain procedures and requirements to Legislative employees and the public.

Ability to meet and deal tactfully with the public.

Working knowledge of filing and basic record keeping systems.

Working knowledge of business practices, correspondence and typing formats, including English grammar, spelling, and punctuation.

Working knowledge of word processing software and the use of computer systems in an office environment.

Ability to understand and follow oral and written instructions.

Ability to read, comprehend, and apply written procedures.

Ability to maintain files and retrieve documents.

Ability to work independently and perform clerical assignments with minimal direction.

Ability to learn new word processing, spreadsheet, and similar business software programs.

Ability to operate office equipment such as copy machines, calculators, and microfiche viewers.

Some knowledge of basic human resource policies, procedures, rules, and terminology.

Ability to maintain cooperative relationships with other employees and those contacted in the course of the work.

Ability to organize and prioritize work.

Minimum Qualifications:

High school graduation or the equivalent

AND

One year of office clerical experience. This experience is equivalent to Administrative Clerk I with the State of Alaska.

Substitution: Post-secondary education will substitute for the experience on a year-for-year basis. A bachelor's degree or the equivalent in any major will substitute for the experience.

Special Note:

This position is usually cross trained as a Personnel Assistant (11/12).

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

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Minimum Qualification Questions:

Do you have a high school diploma or the equivalent?

AND

Do you have one year of office clerical experience?

Or Substitution:

Do you have a high school diploma or the equivalent?

AND

Do you have a combination of college education and office clerical experience to equal one year? (3 semester hours or 4 quarter hours equals one month of experience.)